Committee:	Date:
Finance Committee	9th December 2014
Subject: Information Systems – Quarterly Update	**Public**
Report of: The Chamberlain	**For Information**

<div align="center">**Summary**</div>

The report gives a brief outline of the current status of the IS Division, its workload and key achievements over the last quarter.

Recommendation

The Committee is recommended to note the report.

Oracle ERP Project

1. The Oracle project passed a significant milestone on the 20 November, with the Project Steering Group agreeing that the project should move into User Acceptance Testing (UAT). This UAT activity is the final testing phase before the go live and started on the 24 November, this is as per the plan and maintains the February 2015 delivery date.

2. There continues to be significant risk attached to the programme and, in view of this, the Steering Group has retained the red RAG Status for this project while work continues to mitigate these risks through the UAT Phase.

3. It has taken a considerable effort from the project team and staff across many departments to get the project to this point, this hard work will continue and intensify in the run up to go live in February 2015 . As this intensifies, the load on staff alongside business as usual duties will increase and the Steering Group is monitoring this situation carefully.

IS Division and the Agilisys Strategic Partnership

4. Following the October 2014 IS Sub Committee review of the first year of operation of the Agilisys contract, Members, Officers and Agilisys have reaffirmed their desire to work as a strategic partnership. A number of lessons have been learned over this year of operation, specifically around clarity of roles, responsibilities and governance.

5. The implementation of these is now underway and includes more define roles for Business Partners; the formation of an intelligent client function for the Corporation and the Police; and a review of the IS Programme Office. These areas are still being worked on and will be reported more fully at the next meeting of this committee.

6. A number of key roles remain to be filled in the IS Division, most notably a new Head of IT and the roles related to Contract, Service and Project Management. The Head of IT recruitment is progressing to a final interview stage, which will be held on the 3rd of December. The Service, Project & Contract Management roles are being reviewed before a new recruitment process is commenced in January 2015.

Balanced Scorecard

7. This is attached as an appendix to this report and shows a general upward trend for all the KPIs against which the Agilisys service is measured. Particularly pleasing is the amount of calls resolved at 'first time fix', which from the October figures stands at 98% which is 18% higher than the target figure of 80%. There has been an increase in Priority 1 & Priority 2 incidents in November and we are working with Agilisys to identify and resolve the cause of this increase.

8. Areas that require improvement and are being worked on include the resolution of Priority 3 incidents and the number of incidents resolved within the Service Level Agreement. However, overall the direction of travel is positive and Agilisys and the IS Division are working in partnership to improve these figures.

City of London Police

9. The integrated Police & Corporation IT Function came into being in August 2014 and since then the transition management team has been working to bring the two departments together. At the end of December, this transition period will be complete and the two departments will operate as one, providing services to both Clients.

10. The Agilisys Change Control to extend the managed service to the Police was agreed by various Committees at the start of this quarter and the last three months have involved considerable work on due diligence, commercial, contractual and planning activities. These are drawing to a close and we anticipate signing of the Change Control in early December and the service to be taken on directly after this.

11. We are also supporting the Police on a number of their change programmes, including:
   - National Fraud System procurement
   - Police Desktop Refresh
   - Accommodation Project
   - Various telephone and networking upgrades
   - Mobile working Project
   - Ring of Steel replacement

City telecommunications Strategy

12. After gaining approval to proceed for both wired and wireless activities at the November 2014 Policy & Resources Committee and Projects Sub-Committee, work is now progressing to further the Open Market Review and demand assessment in relation to wired communications. Work is also underway to issue Request for Quotation for the external support to develop the procurement for the Wireless Concession.

13. Resource is also being identified to support the project, including the recruitment of a project / programme manager to assist in coordinating the complex and overlapping threads of work on this project. We aim to fill this role in early December.

14. The Chief Information Officer has also been invited to sit on the Mayor of London's Connectivity Advisory Group, the first meeting of which is on the 9 December.

Other key Activities

15. These include:

- The agreement of London Councils to continue the provision of IT Services from the Corporation, following a comparison of service and costs against an open market procurement.

- A number of remote access tools including technology to allow Corporation laptops to connect to the network via the internet (Virtual Private Network - VPN) and access to emails via an internet browser on any PC or laptop (Outlook Web Access – OWA) are ready for deployment and are being released to the Corporation in a phased approach.

- Since May 2014 the Chief Information Officer has provided strategic advice and guidance to the London Borough of Southwark on issues related to their IT Service and the performance of this managed service provider. After stabilising their service in June this support reached a successful milestone in late November after reaching agreement with Capita and Southwark on commercial and governance arrangement.

Conclusions

16. The IS Department continues to operate under significant load to meet the broad range of demands from both the Corporation and the Police. In the main, this work is progressing well, however we are managing significant risks across the various projects and programmes.

17. A positive partnership continues with Agilisys and it is anticipated that the change highlighted in this update will continue to improve the IS Service for both the Police and the Corporation.

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